

Table 2.39
Office of the Ombudsman for Foster Care - Cases, Case Types, and Resolution
May 1, 2001-2003

	2000-01	2001-02	2002-03
Total Calls	1,296	8,623	8,903
Requests for Information	559	7,201	7,178
Complaints	550	716	1,059
Referrals	187	706	666
Response to Complaint			
Investigation	336	527	793
Consultation	203	164	219
Case Conferencing	11	25	47
Status of Complaint			
Closed	396	536	909
Active	154	180	150
Source of Complaint			
Youth	N/A	154	330
Care Providers	N/A	128	139
Grandparent	N/A	93	138
Parent	N/A	88	185
Other Relative	N/A	67	90
County Social Worker or Probation Officer	N/A	37	N/A
Local Professional	N/A	37	70
Group Home or Foster Family Agency	N/A	32	10
Court Attorney or CASA	N/A	28	5
Independent Living Staff	N/A	17	5
Other	N/A	35	87
Subject of Complaint			
Placement	N/A	206	323
Personal Rights Violation	N/A	153	233
Child Welfare Services/ Probation Issues	N/A	99	197
Independent Living Program	N/A	82	79
Medical, Dental, or Mental Health	N/A	44	44
Abuse and Neglect in Placement	N/A	23	79
Immigration	N/A	15	5
Court, Attorney, or CASA Issues	N/A	13	17
Education	N/A	10	14
Discrimination	N/A	N/A	10
Other	N/A	71	58

N/A = Not Available

Source: California Office of the Ombudsman for Foster Care